

# **Workplace Support Program Standards**

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**Nova Scotia Department of Community Services  
Employment Support Services**

**Version 3.0  
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## Applying for Funding

The Workplace Support Program is administered by the Nova Scotia Department of Community Services, Employment Support Services division. The information contained in these Program Standards describe the program components, eligibility, funding and the process to access supports. Please read this entire Program Standards Document.

## Workplace Support Program - Introduction

The overall objective of the Workplace Support Program is to improve employment outcomes of persons with disabilities by increasing and maintaining labour market participation rates. There are two components to the Workplace Support Program - 1) Workplace Attendant Support and 2) Technical Aids and Assistive Devices. The Workplace Support Program is funded by the Province of Nova Scotia.

Funding through the Workplace Attendant Support component of the Program is intended to support individuals with a significant disability who are starting an employment opportunity and require supports related to the performance of the job. This program is intended to support individuals that have employment in the competitive labour market only. The program is not intended to support individuals who are self-employed, or participating in Adult Service Centres, Adult Day Programs, or programs that compensate by training allowance or stipend.

Funding through the Technical Aids and Assistive Devices component of the Program is intended to support individuals with a disability who are currently employed or are starting an employment opportunity in the competitive labour market and require a technical aid and/or assistive device to do the job. Individuals attending a post-secondary academic program can be approved if eligible Workplace Support Program support items are not covered through other programs such as the Post-Secondary Disability Services through Department of Labour and Advanced Education. Applicants will be required to provide a confirmation of enrollment from the university, community college or private career college they are attending.

Individuals working with a Case Manager in a Nova Scotia Works Centre are invited to make an application through a Nova Scotia Works Centre. Individuals may also make an application through a Department of Community Services District Office.

To find your nearest Nova Scotia Works Centre go to:

<https://www.novascotia.ca/employmentnovascotia/programs/NSWorks.asp> and click on “Employment Assisted Service Providers” close to the bottom of the page. To find your nearest District Office of the Department of Community Services go to <http://novascotia.ca/coms/> and click on “Find your Local Office” at the top right-hand side of the page.

## Overall Eligibility

To be considered an eligible recipient for funding under the Workplace Support Program, a person must:

- be considered a person with a disability and the disability makes completing work tasks difficult;
- be a resident of Nova Scotia and not currently under the jurisdiction of the provincial education (public school) system;
- be a Canadian citizen or landed immigrant;
- priority will be given to recent graduates of a post-secondary institution (within the previous 3 -5 years) under the Workplace Attendant Support component of the Program.

Individuals will not be considered eligible for funding if they:

- have made a claim under the Worker’s Compensation Act, Veteran’s Rehabilitation Act (Canada), Canada Pension Plan, or through private insurance companies;
- are seeking supports for programs or services that are primarily health-care related expenses oriented toward medical treatment.

## Client Profile Indicators and Outcomes:

The Department of Community Services has introduced performance indicators making it mandatory to collect profile information for individuals receiving support through this program at the time of application. This information will support provincial accountability and program evaluation. Failure to provide the following information will result in an application deemed incomplete and unable to be processed.

Required information for statistical purposes:

- employment status
- number of hours worked per week
- hourly earnings
- level of education
- gender
- age

## Standards for Workplace Attendant Support Component

Funding under the Workplace Attendant Support component of the program is used to support individuals with a significant disability to transition to the labour market by providing Workplace Attendant Support to aid them in performing the functions of the job.

A Workplace Attendant is a paid assistant who provides task-related assistance specific to an individual's job. The program is intended to be flexible and person-centered to fit the individual's specific needs as well as the needs of the organization where they are employed. The funding may be used to support wages and mandatory employment related costs of the Workplace Support Attendant. Individuals are responsible for recruitment, hiring, training, maintaining payroll and making all required submissions and deductions (Income Tax, EI, CPP, etc.) for their Workplace Attendant.

Funding levels will be negotiated on a case by case basis, but the maximum funding eligible per fiscal year under this program is limited to \$20,000 (plus employer Mandatory Employment Related Costs contributions) as a contribution towards the salary for the Workplace Attendant and a maximum of \$1,000 as a contribution towards the purchase of payroll services and/or advertising expenses incurred to recruit a Workplace Attendant in the first year. Funding for payroll services in subsequent years will be reduced to a maximum of \$800 per year.

To qualify for funding through the Workplace Attendant Support Program, an individual must work a minimum of 20 hours per week. The application must include an assessment and recommendation from a qualified medical/clinical practitioner (e.g., Occupational Therapist).

Workplace Attendants are to be used to support activities that cannot be completed by the employee either independently or using a technical aid or assistive device. Where a technical aid or assistive device can be used to complete a task, applicants are required to investigate how the Technical Aids and Assistive Devices component of the program may be used first and, if appropriate, an application should be made to that component of the program.

The Workplace Attendant Support Program is income tested. Eligible participants are required to contribute towards the cost of the Workplace Attendant based on their **(net)** income (line 236 on your Income Tax and Benefit Return form). Applicants to the program are required to provide evidence of their net income by providing a copy of their "Notice of Assessment" form from the Canada Revenue Agency for the previous year. Income Tables are found in Appendix "A" and illustrate the annual net income ranges and the correlating monthly contribution

amount you would be required to contribute towards the cost of the Workplace Attendant Support salary.

Program funding is limited and subject to an annual appropriation with an annual participant review and approval.

## Standards for Technical Aids and Assistive Devices Component

Funding under the Technical Aids and Assistive Devices component of the program can be used for the purchase of a technical aid or assistive device required to support an individual's ability to perform the tasks of their job in their work or post-secondary environment.

Accommodations that are not specifically a workplace support accommodation are not considered eligible under this program. When applying for funding for a technical aid or assistive device, two cost estimates must be provided, and approval will be granted based on the most economical option to meet the required need. If the technical aid or assistive device is available to the applicant through another means (e.g., community-based program), applicants will be required to seek support through that program.

To qualify for funding through the Technical Aids and Assistive Devices component of the program, an individual must work a minimum of five (5) hours per week or be attending a post-secondary program full-time. The application must include an assessment and recommendation from a qualified medical/clinical practitioner (i.e., an audiologist for a hearing appliance). This is an income tested program and to be eligible for support, an individual must have a net income of \$54,000 or less annually. Income tables are found in Appendix "B" and illustrate the amount of funding available based on net income.

Individuals attending a post-secondary academic program can be approved if eligible Workplace Support Program support items are not covered through other programs such as the Post-Secondary Disability Services through Department of Labour and Advanced Education (i.e., van conversions, appliances for the hearing impaired, and wheelchair purchases/repairs). Applicants will be required to provide a confirmation of enrollment from the university, community college or private career college they are attending.

Eligible supports include:

- appliances for the visually impaired
- appliances for the hearing impaired – limited funding up to a maximum of \$1,600 per unit every 4 years
- computer software (writing aids, magnification, screen reading, dictation, software to support learning disabilities)
- Voice-Activated Telephones – for telephone purchase only – does not support monthly phone bills

- Speech Recognition Software
- Optical Character Recognition (OCR) Software
- Visual and Graphic Organizers
- Automated Stamper
- Interpreters – limited funding up to a maximum of \$500 per year
- Cochlear implants
- Cochlear Implant Supplies
- Power tilt/recline seating
- Office furniture modifications
- Wheelchair - limited funding to a maximum of \$5,100 for manual chair and \$15,000 for power chair once every five years
- Wheelchair repairs - limited funding a maximum of \$200 for manual chair and a maximum of \$500 for power chair per year
- Vehicle Modifications – limited funding up to a maximum of \$15,000 every 7 years

The annual budget for technical aids and assistive devices is limited and subject to an annual budget appropriation. Funds are provided on a first come, first served basis until the annual budget allocation is depleted.

**Note:** Hearing aid repairs can be considered if the applicant already owns a hearing aid. Funds contributed towards the hearing aid repair will be subtracted from available funds if the applicant requires a new hearing aid within the four-year period.

## Completing an Application Form

To apply for funding an individual must apply to the Department of Community Services. Applications must include a written statement from a Case Manager of a Nova Scotia Works Centre or a District Office of the Department of Community Services, confirmation of income (Notice of Assessment), documentation from an appropriate medical practitioner and in the case of the Technical Aids and Assistive Devices component of the program, two cost estimates.

To access an application, go to

[http://www.novascotia.ca/coms/employment/employment\\_services/labourmarketagreement.html](http://www.novascotia.ca/coms/employment/employment_services/labourmarketagreement.html)

or contact your nearest Nova Scotia Works Centre or Department of Community Services District Office or send an email to [WorkplaceSupportProg@novascotia.ca](mailto:WorkplaceSupportProg@novascotia.ca).

Completed applications and required documents may be submitted to the Nova Scotia Department of Community Services (see page 13 for contact information).

Decisions on completed applications will be granted within three weeks of being received by the Workplace Support Program office.

## Reporting Requirements

There are different reporting requirements for each component of the program.

Once approved, an agreement made under the Workplace Attendant Support component of the program is made directly with the individual participant. It outlines the amount of funding approved and a payment schedule. It will also outline the reporting requirements of the program.

The participant is the Workplace Support Attendant's employer and as such is responsible for the recruitment, hiring, training, maintaining payroll and making all required submissions and deductions (Income Tax, EI, CPP, etc.) for their attendant. Participants will be required to provide financial reports to the Department showing monthly breakdowns of the number of hours worked per week by the attendant, the hourly wage paid, and evidence that the appropriate submissions and deductions were made. Appendix C (attached) represents the quarterly reporting requirements for this component of the program. Reports must be submitted on a quarterly basis (or every three months).

An agreement made under the Technical Aids and Assistive Devices component of the program is made directly with the vendor selected on the application or by default, the vendor who provided the lowest quote. A letter will be provided to the individual and the vendor advising the amount of funding they are being provided based on the quote that was assessed and approved.

## Submitting Your Reports

Submit all financial reports and invoices to the Workplace Support Program. See page 13 for contact information.

## Other Terms and Conditions

The following are additional terms and conditions of funding under this program:

- Funding under this program expires on or before March 31<sup>st</sup> of each year. Renewal of this program is dependent on an annual budget appropriation.
- This program will not pay for costs incurred prior to the approval of the application.

## Review Process

Decisions made under the program may be reviewed if the applicant is not satisfied with the decision concerning a workplace attendant, technical aid or assistive device. The applicant must submit a written request for a review within 30 days of being notified of a decision. The applicant should provide any new information that was not provided at the initial application. Decisions cannot be made outside the scope of the program standards. The decision will be reviewed by the Director of Employment Support Services (or designate) and a response will be provided within ten business days.

For the review process to occur, please contact the Workplace Support Program (see page 13 for contact information).

## Contact Information

For further information please contact the Employment Support Services Program at:

Phone : 902 424-4329

Fax : 902-722-1341

Email : [WorkplaceSupportProg@novascotia.ca](mailto:WorkplaceSupportProg@novascotia.ca)

Mail: Workplace Support Program  
Department of Community Services  
Nelson Place, 6<sup>th</sup> Floor  
5675 Spring Garden Road  
Halifax, Nova Scotia  
B3J 2T7

## Appendix A – Income Test Table specific to the Workplace Attendant Support Program

The following Income Table illustrates the annual net income ranges and the correlating monthly contribution required by this program. (Net income is identified as the income on line 236 of your Income Tax and Benefit Return Form or as reflected on your Notice of Assessment).

Net Income From	To	Monthly Contribution Toward Attendant Salary
\$36,000	\$40,000	\$100
\$40,001	\$45,000	\$200
\$45,001	\$50,000	\$300
\$50,001	\$55,000	\$400
\$55,001	\$60,000	\$500
\$60,001	\$65,000	\$600
\$65,001	\$70,000	\$700
\$70,001	\$75,000	\$800
\$75,001	\$80,000	\$900
\$80,001	\$85,000	\$1,000
\$85,001	\$90,000	\$1,100
\$90,001	\$95,000	\$1,200

## Appendix B – Income test table specific to the Technical Aids and Assistive Devices Program

This is an income tested program and to be eligible for support from this program, an applicant must have a net income of \$54,000 or less annually. The following represents the amount of eligible funding based on your net income. Please provide a copy of your “Notice of Assessment” from the Canada Revenue Agency.

**Note:** in circumstances where there are maximum limits of funding support for specific items, the program contribution will not exceed that support (i.e. Maximum funding for hearing appliances is \$1,600 so regardless of the percentage calculation, the maximum funding paid for a hearing appliance is \$1,600).

Eligible funding available based on net income:

- Net earnings below **\$22,000** – **100%** of the technical aid or assistive devices is eligible for funding (up to any maximums on that particular accommodation)
- Net earnings from **\$22,001 to \$36,000** – **75%** of the technical aid or assistive device is eligible for funding (up to any maximums on that particular accommodation)
- Net earnings from **\$36,001 to \$54,000** – **50%** of the technical aid or assistive device is eligible for funding (up to any maximums on that particular accommodation)

## Appendix C : Workplace Support Program Reporting Requirements

### Summary Monthly Financial Report for Workplace Attendant Support

Participant Name:  Date:

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#### **ATTENDANT PAY INFORMATION**

Attendant Name:  Hourly Rate:

Pay Period:  Total Number of Hours Worked:

**TOTAL GROSS PAY (including vacation pay):**

#### **Deductions**

Canada Pension:  Income Tax:  EI Premiums:

Other deductions:  **TOTAL NET PAY:**

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#### **ADDITIONAL COMMENTS**


Participant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Submitting your report:**

**Please submit your report to:**

Workplace Support Program  
Department of Community Services  
5675 Spring Garden Road  
Halifax, Nova Scotia B3J 2T7  
Email: [WorkplaceSupportProg@novascotia.ca](mailto:WorkplaceSupportProg@novascotia.ca)